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CC Docket 98-67

From: "Birnbaum, Terese M." <tbirnbaum@state.nd.us>
To: "access@fcc.gov" <access@fcc.gov>
Date: Fri, Jun 29, 2001 4:20 PM
Subject: Docket #98-67- Consumer Complaints for TRS

Magalie Roman Salas
FCC
445 12th ST. S.W.
Washington, DC 20554

RECEIVED

JUL 13 2001

FEDERAL COMMUNICATIONS COMMISSION
OFFICE OF THE SECRETARY

Dear Magalie,

Please find attached the annual complaint log (attachment #1) for the State of North Dakota, as well as a summary (attachment #2) as required by the TRS Order.

This information will also arrive in the US Mail to the address above.

Please review the information attached if this information is not sufficient, please contact me and I will be happy to provide further information.

Thank you.

Terese M. Birnbaum
Telecommunications Analyst / Relay North Dakota Administrator.
Information Technology Department - To provide leadership and knowledge to assist our customers in achieving their mission through the innovative use of information technology.
701-328-3266
tbirnbaum@state.nd.us

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Magalie Roman Salas
FCC
445 12th ST. S.W.
Washington, DC 20554

Dear Magalie,

Please find attached the annual complaint log (attachment #1) for the State of North Dakota, as well as a summary (attachment #2) as required by the TRS Order.


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 Sprint Relay North Dakota June 2000 - May 2001														
	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	TOTAL	PCT.
SERVICE COMPLAINTS														
Answer Wait Time	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
Dial Out Time	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#02 Didn't Follow Database Inst.	0	0	1	0	1	0	0	0	0	0	0	0	2	12%
#03 Didn't Follow Cust. Instruct.	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#04 Didn't Keep Customer Informed	0	0	0	0	0	0	0	0	0	1	0	0	1	6%
#05 Agent Disconnected Caller	2	0	0	0	0	0	0	0	0	0	0	0	2	12%
#06 Poor Spelling	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#07 Typing Speed/Accuracy	0	0	0	0	0	0	0	1	0	0	0	0	1	6%
#08 Poor Voice Tone	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#09 Everything Relayed	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#10 HCO Procedures Not Followed	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#11 VCO Procedures Not Followed	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#12 Two-Line VCO Procedure Not F	0	0	0	0	0	1	0	1	2	1	0	2	7	41%
#13 Background Noise Not Typed	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#14 Feelings Not Described	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#15 Recording Feature Not Used	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#16 Noise in Center	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#17 Agent Was Rude	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#18 Problem Answer Machine	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#19 Spanish Service	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#20 Speech to Speech	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#21 Other Problem Type Complaint	0	0	0	0	0	0	1	2	1	0	0	0	4	24%
TOTAL	2	0	1	0	1	1	1	4	3	2	0	2	17	
TECHNICAL COMPLAINTS														
#22 Lost Branding	0	0	1	0	0	0	0	0	0	0	0	0	1	14%
#23 Charged for Local Call	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#24 Trouble Linking Up	2	0	2	0	0	0	2	0	0	0	0	0	8	88%
#25 Line Disconnected	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#26 Garbled Message	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#27 Database Not Available	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#28 Split Screen	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#29 Other Technical Type Complaint	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
TOTAL	2	0	3	0	0	0	2	0	0	0	0	0	7	
MISC COMPLAINTS														
#30 Rates	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#31 OSD	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#32 No 900 Number	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#33 Carrier of Choice	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#34 Network Recording	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#35 Other	0	0	0	0	0	1	0	0	0	0	0	0	1	100%
TOTAL	0	0	0	0	0	1	0	0	0	0	0	0	1	
TOTAL CONTACT	4	0	4	0	1	2	3	4	3	2	0	2	25	

North Dakota (revised)

June-00

	AZ	FL	LU	MD	MN	MO	NM	NY	OH	SD	TX	CS	AM	TOTALS
COMMENDATION														
Agents										1				1
Service														0
TOTAL	0	0	0	0	0	0	0	0	0	1	0	0	0	1

SERVICE COMPLAINTS														
#00 Answer Wait Time														0
#01 Dial Out Time														0
#02 Didn't Follow Database Inst.														0
#03 Didn't Follow Cust. Instruct.														0
#04 Didn't Keep Cust. Informed														0
#05 Agent Disconnected Caller										2				2
#06 Poor Spelling														0
#07 Typing Speed/Accuracy														0
#08 Poor Voice Tone														0
#09 Everything Relayed														0
#10 HCO Procedures Not Followed														0
#11 VCO Procedures Not Followed														0
#12 Two-Line VCO Procedures Not Fo														0
#13 Background Noise Not Typed														0
#14 Feelings Not Described														0
#15 Recording Feature Not Used														0
#16 Noise in Center														0
#17 Agent Was Rude														0
#18 Problem Answer Machine														0
#19 Spanish Service														0
#20 Speech to Speech														0
#21 Other Service Type:														0
TOTAL	0	0	0	0	0	0	0	0	0	2	0	0	0	2

TECHNICAL COMPLAINTS														
#22 Lost Branding														0
#23 Charged for Local Call														0
#24 Trouble Linking Up										1		1		2
#25 Line Disconnected														0
#26 Garbled Message														0
#27 Database Not Available														0
#28 Spit Screen														0
#29 Other Technical Type:														0
TOTAL	0	0	0	0	0	0	0	0	0	1	0	1	0	2

MISC. COMPLAINTS														
#30 Rates														0
#31 TTY Operator Service														0
#32 900 Number Access														0
#33 Carrier of Choice														0
#34 Network Recording														0
#35 Other Miscellaneous Type:														0
TOTAL	0	0	0	0	0	0	0	0	0	0	0	0	0	0

TOTAL COMPLAINTS	0	0	0	0	0	0	0	0	0	3	0	1	0	4
------------------	---	---	---	---	---	---	---	---	---	---	---	---	---	---

OTHER CALLS														
#36 Branding/Database entry														0
#37 Request Directory Assistance														0
#38 Test Calls												6		6
#39 Instructions/General												7		7
#40 Send Information												1		1
#41 Billing Question												2		2
#42 Purchase TTY												6		6
#43 Referred to LEC												8		8
#44 Wanted Sprint Cust Svc												2		2
#45 Other														0
TOTAL	0	0	0	0	0	0	0	0	0	0	0	32	0	32

NON-STATE REPORTED														
#46 Request Relay Number												2		2
TOTAL	0	0	0	0	0	0	0	0	0	0	0	2	0	2
TOTAL CONTACT	0	0	0	0	0	0	0	0	0	4	0	35	0	39

AZ Contacts reported by Demarco/Burnett

FL Contacts reported by Davis

LU Contacts reported by Tillery

MD Contacts reported by Carter

MN Contacts reported by Schuh

MO Contacts reported by Brown

NM Contacts reported by Costello

NY Contacts reported by Thomas

OH Contacts reported by Cruz

SD Contacts reported by Ezis

TX Contacts reported by Behringer

CS Contacts reported by Customer Service Department

AM Contacts reported by Philippe Gallant

North Dakota (revised)

July-00

		AZ	FL	LU	MD	MN	MO	NM	NY	OH	SD	TX	CS	AM	TOTALS
COMMENDATION															
Agents											4				4
Service															0
TOTAL		0	0	0	0	0	0	0	0	0	4	0	0	0	4
SERVICE COMPLAINTS															
#00 Answer Wait Time															0
#01 Dial Out Time															0
#02 Didn't Follow Database Inst.															0
#03 Didn't Follow Cust. Instruct.															0
#04 Didn't Keep Cust. Informed															0
#05 Agent Disconnected Caller															0
#06 Poor Spelling															0
#07 Typing Speed/Accuracy															0
#08 Poor Voice Tone															0
#09 Everything Relayed															0
#10 HCO Procedures Not Followed															0
#11 VCO Procedures Not Followed															0
#12 Two-Line VCO Procedures Not Fo															0
#13 Background Noise Not Typed															0
#14 Feelings Not Described															0
#15 Recording Feature Not Used															0
#16 Noise in Center															0
#17 Agent Was Rude															0
#18 Problem Answer Machine															0
#19 Spanish Service															0
#20 Speech to Speech															0
#21 Other Service Type:															0
TOTAL		0	0	0	0	0	0	0	0	0	0	0	0	0	0
TECHNICAL COMPLAINTS															
#22 Lost Branding															0
#23 Charged for Local Call															0
#24 Trouble Linking Up															0
#25 Line Disconnected															0
#26 Garbled Message															0
#27 Database Not Available															0
#28 Spit Screen															0
#29 Other Technical Type:															0
TOTAL		0	0	0	0	0	0	0	0	0	0	0	0	0	0
MISC. COMPLAINTS															
#30 Rates															0
#31 TTY Operator Service															0
#32 900 Number Access															0
#33 Carrier of Choice															0
#34 Network Recording															0
#35 Other Miscellaneous Type:															0
TOTAL		0	0	0	0	0	0	0	0	0	0	0	0	0	0
TOTAL COMPLAINTS		0	0	0	0	0	0	0	0	0	0	0	0	0	0
OTHER CALLS															
#36 Branding/Database entry												1			1
#37 Request Directory Assistance															0
#38 Test Calls															0
#39 Instructions/General												10			10
#40 Send Information															0
#41 Billing Question												1			1
#42 Purchase TTY												2			2
#43 Referred to LEC												3			3
#44 Wanted Sprint Cust Svc												1			1
#45 Other															0
TOTAL		0	0	0	0	0	0	0	0	0	0	18	0		18
NON-STATE REPORTED															
#46 Request Relay Number													2		2
TOTAL		0	0	0	0	0	0	0	0	0	0	0	2	0	2
TOTAL CONTACT		0	0	0	0	0	0	0	0	0	4	0	20	0	24

AZ Contacts reported by Demarco/Burnett

FL Contacts reported by Davis

LU Contacts reported by Tillery

MD Contacts reported by Carter

MN Contacts reported by Schuh

MO Contacts reported by Brown

NM Contacts reported by Costello

NY Contacts reported by Thomas

OH Contacts reported by Cruz

SD Contacts reported by Ezis

TX Contacts reported by Behringer

CS Contacts reported by Customer Service Department

AM Contacts reported by Philippe Gallant

North Dakota (revised)

August-00

COMMENDATION

	AZ	FL	LU	MD	MN	MO	NM	NY	OH	SD	TX	CS	AM	TOTALS
Agents														0
Service														0
TOTAL	0	0	0	0	0	0	0	0	0	0	0	0	0	0

SERVICE COMPLAINTS

#00 Answer Wait Time														0
#01 Dial Out Time														0
#02 Didn't Follow Database Inst.												1		1
#03 Didn't Follow Cust. Instruct.														0
#04 Didn't Keep Cust. Informed														0
#05 Agent Disconnected Caller														0
#06 Poor Spelling														0
#07 Typing Speed/Accuracy														0
#08 Poor Voice Tone														0
#09 Everything Relayed														0
#10 HCO Procedures Not Followed														0
#11 VCO Procedures Not Followed														0
#12 Two-Line VCO Procedures Not Fo														0
#13 Background Noise Not Typed														0
#14 Feelings Not Described														0
#15 Recording Feature Not Used														0
#16 Noise in Center														0
#17 Agent Was Rude														0
#18 Problem Answer Machine														0
#19 Spanish Service														0
#20 Speech to Speech														0
#21 Other Service Type:														0
TOTAL	0	0	0	0	0	0	0	0	0	0	0	0	1	1

TECHNICAL COMPLAINTS

#22 Lost Branding													1	1
#23 Charged for Local Call														0
#24 Trouble Linking Up										1			1	2
#25 Line Disconnected														0
#26 Garbled Message														0
#27 Database Not Available														0
#28 Spit Screen														0
#29 Other Technical Type:														0
TOTAL	0	0	0	0	0	0	0	0	0	1	0	0	2	3

MISC. COMPLAINTS

#30 Rates														0
#31 TTY Operator Service														0
#32 900 Number Access														0
#33 Carrier of Choice														0
#34 Network Recording														0
#35 Other Miscellaneous Type:														0
TOTAL	0	0	0	0	0	0	0	0	0	0	0	0	0	0

TOTAL COMPLAINTS

TOTAL COMPLAINTS	0	0	0	0	0	0	0	0	0	1	0	0	3	4
-------------------------	---	---	---	---	---	---	---	---	---	---	---	---	---	---

OTHER CALLS

#36 Branding/Database entry														0
#37 Request Directory Assistance												1		1
#38 Test Calls												3		3
#39 Instructions/General												9		9
#40 Send Information												3		3
#41 Billing Question														0
#42 Purchase TTY												3		3
#43 Referred to LEC												6		6
#44 Wanted Sprint Cust Svc												5		5
#45 Other														0
TOTAL	0	0	0	0	0	0	0	0	0	0	0	30	0	30

NON-STATE REPORTED

#46 Request Relay Number														0
TOTAL	0	0	0	0	0	0	0	0	0	0	0	0	0	0
TOTAL CONTACT	0	0	0	0	0	0	0	0	0	1	0	30	3	34

AZ Contacts reported by Demarco/Burnett

FL Contacts reported by Davis

LU Contacts reported by Tillery

MD Contacts reported by Carter

MN Contacts reported by Schuh

MO Contacts reported by Brown

NM Contacts reported by Costello

NY Contacts reported by Thomas

OH Contacts reported by Cruz

SD Contacts reported by Ezis

TX Contacts reported by Behringer

CS Contacts reported by Customer Service Department

AM Contacts reported by Philippe Gallant

North Dakota (revised)

September-00

COMMENDATION

	AZ	FL	LU	MD	MN	MO	NM	NY	OH	SD	TX	CS	AM	TOTALS
Agents										5				5
Service														0
TOTAL	0	0	0	0	0	0	0	0	0	5	0	0	0	5

SERVICE COMPLAINTS

#00 Answer Wait Time														0
#01 Dial Out Time														0
#02 Didn't Follow Database Inst.														0
#03 Didn't Follow Cust. Instruct.														0
#04 Didn't Keep Cust. Informed														0
#05 Agent Disconnected Caller														0
#06 Poor Spelling														0
#07 Typing Speed/Accuracy														0
#08 Poor Voice Tone														0
#09 Everything Relayed														0
#10 HCO Procedures Not Followed														0
#11 VCO Procedures Not Followed														0
#12 Two-Line VCO Procedures Not Fo														0
#13 Background Noise Not Typed														0
#14 Feelings Not Described														0
#15 Recording Feature Not Used														0
#16 Noise in Center														0
#17 Agent Was Rude														0
#18 Problem Answer Machine														0
#19 Spanish Service														0
#20 Speech to Speech														0
#21 Other Service Type:														0
TOTAL	0	0	0	0	0	0	0	0	0	0	0	0	0	0

TECHNICAL COMPLAINTS

#22 Lost Branding														0
#23 Charged for Local Call														0
#24 Trouble Linking Up														0
#25 Line Disconnected														0
#26 Garbled Message														0
#27 Database Not Available														0
#28 Spit Screen														0
#29 Other Technical Type:														0
TOTAL	0	0	0	0	0	0	0	0	0	0	0	0	0	0

MISC. COMPLAINTS

#30 Rates														0
#31 TTY Operator Service														0
#32 900 Number Access														0
#33 Carrier of Choice														0
#34 Network Recording														0
#35 Other Miscellaneous Type:														0
TOTAL	0	0	0	0	0	0	0	0	0	0	0	0	0	0

TOTAL COMPLAINTS

TOTAL COMPLAINTS	0	0	0	0	0	0	0	0	0	0	0	0	0	0
-------------------------	---	---	---	---	---	---	---	---	---	---	---	---	---	---

OTHER CALLS

#36 Branding/Database entry														0
#37 Request Directory Assistance											1			1
#38 Test Calls														0
#39 Instructions/General											8			8
#40 Send Information											1			1
#41 Billing Question														0
#42 Purchase TTY											1			1
#43 Referred to LEC											11			11
#44 Wanted Sprint Cust Svc														0
#45 Other														0
TOTAL	0	0	0	0	0	0	0	0	0	0	0	22	0	22

NON-STATE REPORTED

#46 Request Relay Number														0
TOTAL	0	0	0	0	0	0	0	0	0	0	0	0	0	0
TOTAL CONTACT	0	0	0	0	0	0	0	0	0	5	0	22	0	27

AZ Contacts reported by Demarco/Burnett

FL Contacts reported by Davis

LU Contacts reported by Tillery

MD Contacts reported by Carter

MN Contacts reported by Schuh

MO Contacts reported by Brown

NM Contacts reported by Costello

NY Contacts reported by Thomas

OH Contacts reported by Cruz

SD Contacts reported by Ezis

TX Contacts reported by Behringer

CS Contacts reported by Customer Service Department

AM Contacts reported by Philippe Gallant

North Dakota

October-00

COMMENDATION

	AZ	FL	LU	MD	MN	MO	NM	NY	OH	SD	TX	CS	AM	TOTALS
Agents														0
Service														0
TOTAL	0	0	0	0	0	0	0	0	0	0	0	0	0	0

SERVICE COMPLAINTS

#00 Answer Wait Time														0
#01 Dial Out Time														0
#02 Didn't Follow Database Inst.		1												1
#03 Didn't Follow Cust. Instruct.														0
#04 Didn't Keep Cust. Informed														0
#05 Agent Disconnected Caller														0
#06 Poor Spelling														0
#07 Typing Speed/Accuracy														0
#08 Poor Voice Tone														0
#09 Everything Relayed														0
#10 HCO Procedures Not Followed														0
#11 VCO Procedures Not Followed														0
#12 Two-Line VCO Procedures Not Fo														0
#13 Background Noise Not Typed														0
#14 Feelings Not Described														0
#15 Recording Feature Not Used														0
#16 Noise in Center														0
#17 Agent Was Rude														0
#18 Problem Answer Machine														0
#19 Spanish Service														0
#20 Speech to Speech														0
#21 Other Service Type:														0
TOTAL	0	1	0	0	0	0	0	0	0	0	0	0	0	1

TECHNICAL COMPLAINTS

#22 Lost Branding														0
#23 Charged for Local Call														0
#24 Trouble Linking Up														0
#25 Line Disconnected														0
#26 Garbled Message														0
#27 Database Not Available														0
#28 Spit Screen														0
#29 Other Technical Type:														0
TOTAL	0	0	0	0	0	0	0	0	0	0	0	0	0	0

MISC. COMPLAINTS

#30 Rates														0
#31 TTY Operator Service														0
#32 900 Number Access														0
#33 Carrier of Choice														0
#34 Network Recording														0
#35 Other Miscellaneous Type:														0
TOTAL	0	0	0	0	0	0	0	0	0	0	0	0	0	0

TOTAL COMPLAINTS

TOTAL COMPLAINTS	0	1	0	0	0	0	0	0	0	0	0	0	0	1
-------------------------	---	---	---	---	---	---	---	---	---	---	---	---	---	---

OTHER CALLS

#36 Branding/Database entry												1		1
#37 Request Directory Assistance														0
#38 Test Calls												3		3
#39 Instructions/General												6		6
#40 Send Information														0
#41 Billing Question												2		2
#42 Purchase TTY												1		1
#43 Referred to LEC												1		1
#44 Wanted Sprint Cust Svc												1		1
#45 Other														0
TOTAL	0	0	0	0	0	0	0	0	0	0	0	15	0	15

NON-STATE REPORTED

#46 Request Relay Number														0
TOTAL	0	0	0	0	0	0	0	0	0	0	0	0	0	0
TOTAL CONTACT	0	1	0	0	0	0	0	0	0	0	0	15	0	16

AZ Contacts reported by Demarco/Burnett

FL Contacts reported by Davis

LU Contacts reported by Tillery

MD Contacts reported by Carter

MN Contacts reported by Schuh

MO Contacts reported by Brown

NM Contacts reported by Costello

NY Contacts reported by Thomas

OH Contacts reported by Cruz

SD Contacts reported by Ezis

TX Contacts reported by Behringer

CS Contacts reported by Customer Service Department

AM Contacts reported by Philippe Gallant

North Dakota

November-00

	AZ	FL	LU	MD	MN	MO	NM	NY	OH	SD	TX	CS	AM	TOTALS
Agents										2				2
Service														0
TOTAL	0	0	0	0	0	0	0	0	0	2	0	0	0	2

SERVICE COMPLAINTS

#00 Answer Wait Time														0
#01 Dial Out Time														0
#02 Didn't Follow Database Inst.														0
#03 Didn't Follow Cust. Instruct.														0
#04 Didn't Keep Cust. Informed														0
#05 Agent Disconnected Caller														0
#06 Poor Spelling														0
#07 Typing Speed/Accuracy														0
#08 Poor Voice Tone														0
#09 Everything Relayed														0
#10 HCO Procedures Not Followed														0
#11 VCO Procedures Not Followed														0
#12 Two-Line VCO Procedures Not Fo								1						1
#13 Background Noise Not Typed														0
#14 Feelings Not Described														0
#15 Recording Feature Not Used														0
#16 Noise in Center														0
#17 Agent Was Rude														0
#18 Problem Answer Machine														0
#19 Spanish Service														0
#20 Speech to Speech														0
#21 Other Service Type:														0
TOTAL	0	0	0	0	0	0	0	1	0	0	0	0	0	1

TECHNICAL COMPLAINTS

#22 Lost Branding														0
#23 Charged for Local Call														0
#24 Trouble Linking Up														0
#25 Line Disconnected														0
#26 Garbled Message														0
#27 Database Not Available														0
#28 Split Screen														0
#29 Other Technical Type:														0
TOTAL	0	0	0	0	0	0	0	0	0	0	0	0	0	0

MISC. COMPLAINTS

#30 Rates														0
#31 TTY Operator Service														0
#32 900 Number Access														0
#33 Carrier of Choice														0
#34 Network Recording														0
#35 Other Miscellaneous Type:													1	1
TOTAL	0	0	0	0	0	0	0	0	0	0	0	0	1	1

TOTAL COMPLAINTS

TOTAL COMPLAINTS	0	0	0	0	0	0	0	1	0	0	0	0	1	2
-------------------------	---	---	---	---	---	---	---	---	---	---	---	---	---	---

OTHER CALLS

#36 Branding/Database entry														0
#37 Request Directory Assistance														0
#38 Test Calls														0
#39 Instructions/General											8			8
#40 Send Information											1			1
#41 Billing Question											1			1
#42 Purchase TTY											3			3
#43 Referred to LEC											6			6
#44 Wanted Sprint Cust Svc														0
#45 Other														0
TOTAL	0	0	0	0	0	0	0	0	0	0	0	19	0	19

NON-STATE REPORTED

#46 Request Relay Number														0
TOTAL	0	0	0	0	0	0	0	0	0	0	0	0	0	0
TOTAL CONTACT	0	0	0	0	0	0	0	1	0	2	0	19	1	23

AZ Contacts reported by Demarco/Burnett
 FL Contacts reported by Davis
 LU Contacts reported by Tillery
 MD Contacts reported by Carter
 MN Contacts reported by Schuh
 MO Contacts reported by Brown
 NM Contacts reported by Costello

NY Contacts reported by Thomas
 OH Contacts reported by Cruz
 SD Contacts reported by Ezis
 TX Contacts reported by Behringer
 CS Contacts reported by Customer Service Department
 AM Contacts reported by Philippe Gallant

North Dakota

December-00

COMMENDATION

	AZ	FL	LU	MD	MN	MO	NM	NY	OH	SD	TX	CS	AM	TOTALS
Agents														0
Service														0
TOTAL	0	0	0	0	0	0	0	0	0	0	0	0	0	0

SERVICE COMPLAINTS

#00 Answer Wait Time														0
#01 Dial Out Time														0
#02 Didn't Follow Database Inst.														0
#03 Didn't Follow Cust. Instruct.														0
#04 Didn't Keep Cust. Informed														0
#05 Agent Disconnected Caller														0
#06 Poor Spelling														0
#07 Typing Speed/Accuracy														0
#08 Poor Voice Tone														0
#09 Everything Relayed														0
#10 HCO Procedures Not Followed														0
#11 VCO Procedures Not Followed														0
#12 Two-Line VCO Procedures Not Fo														0
#13 Background Noise Not Typed														0
#14 Feelings Not Described														0
#15 Recording Feature Not Used														0
#16 Noise in Center														0
#17 Agent Was Rude														0
#18 Problem Answer Machine														0
#19 Spanish Service														0
#20 Speech to Speech														0
#21 Other Service Type:										1				1
TOTAL	0	0	0	0	0	0	0	0	0	1	0	0	0	1

TECHNICAL COMPLAINTS

#22 Lost Branding														0
#23 Charged for Local Call														0
#24 Trouble Linking Up												2		2
#25 Line Disconnected														0
#26 Garbled Message														0
#27 Database Not Available														0
#28 Spit Screen														0
#29 Other Technical Type:														0
TOTAL	0	0	0	0	0	0	0	0	0	0	0	2	0	2

MISC. COMPLAINTS

#30 Rates														0
#31 TTY Operator Service														0
#32 900 Number Access														0
#33 Carrier of Choice														0
#34 Network Recording														0
#35 Other Miscellaneous Type:														0
TOTAL	0	0	0	0	0	0	0	0	0	0	0	0	0	0

TOTAL COMPLAINTS

	0	0	0	0	0	0	0	0	0	1	0	2	0	3
--	---	---	---	---	---	---	---	---	---	---	---	---	---	---

OTHER CALLS

#36 Branding/Database entry														0
#37 Request Directory Assistance														0
#38 Test Calls														0
#39 Instructions/General												4		4
#40 Send Information														0
#41 Billing Question														0
#42 Purchase TTY														0
#43 Referred to LEC												9		9
#44 Wanted Sprint Cust Svc														0
#45 Other														0
TOTAL	0	0	0	0	0	0	0	0	0	0	0	13	0	13

NON-STATE REPORTED

#46 Request Relay Number														0
TOTAL	0	0	0	0	0	0	0	0	0	0	0	0	0	0
TOTAL CONTACT	0	0	0	0	0	0	0	0	0	1	0	15	0	16

AZ Contacts reported by Paul DeMarco
 FL Contacts reported by June St Louis-Davis
 LU Contacts reported by Beverly Franc
 MD Contacts reported by Bertha Carter
 MN Contacts reported by Joan Schuh
 MO Contacts reported by Lezlee Brown
 NM Contacts reported by Rebecca Strunk

NY Contacts reported by Sydney Thomas
 OH Contacts reported by Diana Spencer
 SD Contacts reported by Jenna Ezis
 TX Contacts reported by Sharon Behringer
 CS Contacts reported by Customer Service
 AM Contacts reported by Philippe Gallant

North Dakota (revised)

January-01

COMMENDATION

	AZ	FL	LU	MD	MN	MO	NM	NY	OH	SD	TX	CS	AM	TOTALS
Agents			1											1
Service														0
TOTAL	0	0	1	0	0	0	0	0	0	0	0	0	0	1

SERVICE COMPLAINTS

#00 Answer Wait Time														0
#01 Dial Out Time														0
#02 Didn't Follow Database Inst.														0
#03 Didn't Follow Cust. Instruct.														0
#04 Didn't Keep Cust. Informed														0
#05 Agent Disconnected Caller														0
#06 Poor Spelling														0
#07 Typing Speed/Accuracy		1												1
#08 Poor Voice Tone														0
#09 Everything Relayed														0
#10 HCO Procedures Not Followed														0
#11 VCO Procedures Not Followed														0
#12 Two-Line VCO Procedures Not Fo		1												1
#13 Background Noise Not Typed														0
#14 Feelings Not Described														0
#15 Recording Feature Not Used														0
#16 Noise in Center														0
#17 Agent Was Rude														0
#18 Problem Answer Machine														0
#19 Spanish Service														0
#20 Speech to Speech														0
#21 Other Service Type:		2												2
TOTAL	0	4	0	0	0	0	0	0	0	0	0	0	0	4

TECHNICAL COMPLAINTS

#22 Lost Branding														0
#23 Charged for Local Call														0
#24 Trouble Linking Up														0
#25 Line Disconnected														0
#26 Garbled Message														0
#27 Database Not Available														0
#28 Split Screen														0
#29 Other Technical Type:														0
TOTAL	0	0	0	0	0	0	0	0	0	0	0	0	0	0

MISC. COMPLAINTS

#30 Rates														0
#31 TTY Operator Service														0
#32 900 Number Access														0
#33 Carrier of Choice														0
#34 Network Recording														0
#35 Other Miscellaneous Type:														0
TOTAL	0	0	0	0	0	0	0	0	0	0	0	0	0	0

TOTAL COMPLAINTS

TOTAL COMPLAINTS	0	4	0	0	0	0	0	0	0	0	0	0	0	4
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OTHER CALLS

#36 Branding/Database entry														0
#37 Request Directory Assistance														0
#38 Test Calls														0
#39 Instructions/General														0
#40 Send Information														0
#41 Billing Question														0
#42 Purchase TTY														0
#43 Referred to LEC														0
#44 Wanted Sprint Cust Svc														0
#45 Other														0
TOTAL	0	0	0	0	0	0	0	0	0	0	0	0	0	0

NON-STATE REPORTED

#46 Request Relay Number														0
TOTAL	0	0	0	0	0	0	0	0	0	0	0	0	0	0
TOTAL CONTACT	0	4	1	0	0	0	0	0	0	0	0	0	0	5

AZ Contacts reported by Paul DeMarco

FL Contacts reported by June St Louis-Davis

LU Contacts reported by Beverly Franc

MD Contacts reported by Bertha Carter

MN Contacts reported by Joan Schuh

MO Contacts reported by Lezlee Brown

NM Contacts reported by Rebecca Strunk

NY Contacts reported by Sydney Thomas

OH Contacts reported by Diana Spencer

SD Contacts reported by Jenna Ezis

TX Contacts reported by Sharon Behringer

CS Contacts reported by Customer Service

AM Contacts reported by Philippe Gallant

North Dakota

February-01

AZ FL LU MD MN MO NM NY OH SD TX CS AM

COMMENDATION

															TOTALS
Agents															0
Service															0
TOTAL	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0

SERVICE COMPLAINTS

#00 Answer Wait Time															0
#01 Dial Out Time															0
#02 Didn't Follow Database Inst.															0
#03 Didn't Follow Cust. Instruct.															0
#04 Didn't Keep Cust. Informed															0
#05 Agent Disconnected Caller															0
#06 Poor Spelling															0
#07 Typing Speed/Accuracy															0
#08 Poor Voice Tone															0
#09 Everything Relayed															0
#10 HCO Procedures Not Followed															0
#11 VCO Procedures Not Followed															0
#12 Two-Line VCO Procedures Not Fo	1	1													2
#13 Background Noise Not Typed															0
#14 Feelings Not Described															0
#15 Recording Feature Not Used															0
#16 Noise in Center															0
#17 Agent Was Rude															0
#18 Problem Answer Machine															0
#19 Spanish Service															0
#20 Speech to Speech															0
#21 Other Service Type:												1			1
TOTAL	1	1	0	0	0	0	0	0	0	0	0	1	0	0	3

TECHNICAL COMPLAINTS

#22 Lost Branding															0
#23 Charged for Local Call															0
#24 Trouble Linking Up															0
#25 Line Disconnected															0
#26 Garbled Message															0
#27 Database Not Available															0
#28 Spit Screen															0
#29 Other Technical Type:															0
TOTAL	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0

MISC. COMPLAINTS

#30 Rates															0
#31 TTY Operator Service															0
#32 900 Number Access															0
#33 Carrier of Choice															0
#34 Network Recording															0
#35 Other Miscellaneous Type:															0
TOTAL	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0

TOTAL COMPLAINTS

TOTAL	1	1	0	0	0	0	0	0	0	0	0	1	0	0	3
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OTHER CALLS

#36 Branding/Database entry												1			1
#37 Request Directory Assistance												1			1
#38 Test Calls												3			3
#39 Instructions/General												2			2
#40 Send Information												2			2
#41 Billing Question															0
#42 Purchase TTY															0
#43 Referred to LEC												5			5
#44 Wanted Sprint Cust Svc															0
#45 Other															0
TOTAL	0	0	0	0	0	0	0	0	0	0	0	14	0	0	14

NON-STATE REPORTED

#46 Request Relay Number															0
TOTAL	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
TOTAL CONTACT	1	1	0	0	0	0	0	0	0	0	0	15	0	0	17

AZ Contacts reported by Paul DeMarco
 FL Contacts reported by June St Louis-Davis
 LU Contacts reported by Beverly Franc
 MD Contacts reported by Bertha Carter
 MN Contacts reported by Joan Schuh
 MO Contacts reported by Lezlee Brown
 NM Contacts reported by Rebecca Strunk

NY Contacts reported by Sydney Thomas
 OH Contacts reported by Diana Spencer
 SD Contacts reported by Jenna Ezis
 TX Contacts reported by Sharon Behringer
 CS Contacts reported by Customer Service
 AM Contacts reported by Philippe Gallant

North Dakota (revised)

March-01

COMMENDATION

	AZ	FL	LU	MD	MN	MO	NM	NY	OH	SD	TX	CS	AM	TOTALS
Agents					1									1
Service														0
TOTAL	0	0	0	0	1	0	0	0	0	0	0	0	0	1

SERVICE COMPLAINTS

#00 Answer Wait Time														0
#01 Dial Out Time														0
#02 Didn't Follow Database Inst.														0
#03 Didn't Follow Cust. Instruct.														0
#04 Didn't Keep Cust. Informed												1		1
#05 Agent Disconnected Caller														0
#06 Poor Spelling														0
#07 Typing Speed/Accuracy														0
#08 Poor Voice Tone														0
#09 Everything Relayed														0
#10 HCO Procedures Not Followed														0
#11 VCO Procedures Not Followed														0
#12 Two-Line VCO Procedures Not Fo	1													1
#13 Background Noise Not Typed														0
#14 Feelings Not Described														0
#15 Recording Feature Not Used														0
#16 Noise in Center														0
#17 Agent Was Rude														0
#18 Problem Answer Machine														0
#19 Spanish Service														0
#20 Speech to Speech														0
#21 Other Service Type:														0
TOTAL	1	0	0	0	0	0	0	0	0	0	0	1	0	2

TECHNICAL COMPLAINTS

#22 Lost Branding														0
#23 Charged for Local Call														0
#24 Trouble Linking Up														0
#25 Line Disconnected														0
#26 Garbled Message														0
#27 Database Not Available														0
#28 Spit Screen														0
#29 Other Technical Type:														0
TOTAL	0	0	0	0	0	0	0	0	0	0	0	0	0	0

MISC. COMPLAINTS

#30 Rates														0
#31 TTY Operator Service														0
#32 900 Number Access														0
#33 Carrier of Choice														0
#34 Network Recording														0
#35 Other Miscellaneous Type:														0
TOTAL	0	0	0	0	0	0	0	0	0	0	0	0	0	0
TOTAL COMPLAINTS	1	0	0	0	0	0	0	0	0	0	0	1	0	2

OTHER CALLS

#36 Branding/Database entry														0
#37 Request Directory Assistance														0
#38 Test Calls														0
#39 Instructions/General												6		6
#40 Send Information														0
#41 Billing Question														0
#42 Purchase TTY														0
#43 Referred to LEC												4		4
#44 Wanted Sprint Cust Svc														0
#45 Other														0
TOTAL	0	0	0	0	0	0	0	0	0	0	0	10	0	10

NON-STATE REPORTED

#46 Request Relay Number														0
TOTAL	0	0	0	0	0	0	0	0	0	0	0	0	0	0
TOTAL CONTACT	1	0	0	0	1	0	0	0	0	0	0	11	0	13

AZ Contacts reported by Paul DeMarco

FL Contacts reported by June St Louis-Davis

LU Contacts reported by Beverly Franc

MD Contacts reported by Bertha Carter

MN Contacts reported by Joan Schuh

MO Contacts reported by Lezlee Brown

NM Contacts reported by Rebecca Strunk

NY Contacts reported by Sydney Thomas

OH Contacts reported by Diana Spencer

SD Contacts reported by Jenna Ezis

TX Contacts reported by Sharon Behringer

CS Contacts reported by Customer Service

AM Contacts reported by Philippe Gallant

North Dakota
April-01

	AZ	FL	LU	MD	MN	MO	NM	NY	OH	SD	TX	CS	AM	TOTALS
Agents														0
Service														0
TOTAL	0	0	0	0	0	0	0	0	0	0	0	0	0	0

SERVICE COMPLAINTS

#00 Answer Wait Time														0
#01 Dial Out Time														0
#02 Didn't Follow Database Inst.														0
#03 Didn't Follow Cust. Instruct.														0
#04 Didn't Keep Cust. Informed														0
#05 Agent Disconnected Caller														0
#06 Poor Spelling														0
#07 Typing Speed/Accuracy														0
#08 Poor Voice Tone														0
#09 Everything Relayed														0
#10 HCO Procedures Not Followed														0
#11 VCO Procedures Not Followed														0
#12 Two-Line VCO Procedures Not Fo														0
#13 Background Noise Not Typed														0
#14 Feelings Not Described														0
#15 Recording Feature Not Used														0
#16 Noise in Center														0
#17 Agent Was Rude														0
#18 Problem Answer Machine														0
#19 Spanish Service														0
#20 Speech to Speech														0
#21 Other Service Type:														0
TOTAL	0	0	0	0	0	0	0	0	0	0	0	0	0	0

TECHNICAL COMPLAINTS

#22 Lost Branding														0
#23 Charged for Local Call														0
#24 Trouble Linking Up														0
#25 Line Disconnected														0
#26 Garbled Message														0
#27 Database Not Available														0
#28 Spit Screen														0
#29 Other Technical Type:														0
TOTAL	0	0	0	0	0	0	0	0	0	0	0	0	0	0

MISC. COMPLAINTS

#30 Rates														0
#31 TTY Operator Service														0
#32 900 Number Access														0
#33 Carrier of Choice														0
#34 Network Recording														0
#35 Other Miscellaneous Type:														0
TOTAL	0	0	0	0	0	0	0	0	0	0	0	0	0	0

TOTAL COMPLAINTS

TOTAL COMPLAINTS	0	0	0	0	0	0	0	0	0	0	0	0	0	0
-------------------------	---	---	---	---	---	---	---	---	---	---	---	---	---	---

OTHER CALLS

#36 Branding/Database entry														0
#37 Request Directory Assistance												1		1
#38 Test Calls														0
#39 Instructions/General												7		7
#40 Send Information														0
#41 Billing Question														0
#42 Purchase TTY												1		1
#43 Referred to LEC												9		9
#44 Wanted Sprint Cust Svc														0
#45 Other														0
TOTAL	0	0	0	0	0	0	0	0	0	0	0	18	0	18

NON-STATE REPORTED

#46 Request Relay Number														0
TOTAL	0	0	0	0	0	0	0	0	0	0	0	0	0	0
TOTAL CONTACT	0	0	0	0	0	0	0	0	0	0	0	18	0	18

AZ Contacts reported by Paul DeMarco

FL Contacts reported by June St Louis-Davis

LU Contacts reported by Beverly Franc

MD Contacts reported by Bertha Carter

MN Contacts reported by Joan Schuh

MO Contacts reported by Lezee Brown

NM Contacts reported by Rebecca Strunk

NY Contacts reported by Sydney Thomas

OH Contacts reported by Diana Spencer

SD Contacts reported by Jenna Ezis

TX Contacts reported by Sharon Behringer

CS Contacts reported by Customer Service

AM Contacts reported by Philippe Gallant

North Dakota

May-01

COMMENDATION

	AZ	FL	LU	MD	MN	MO	NM	NY	OH	SD	TX	CS	AM	TOTALS
Agents														0
Service														0
TOTAL	0	0	0	0	0	0	0	0	0	0	0	0	0	0

SERVICE COMPLAINTS

#00 Answer Wait Time														0
#01 Dial Out Time														0
#02 Didn't Follow Database Inst.														0
#03 Didn't Follow Cust. Instruct.														0
#04 Didn't Keep Cust. Informed														0
#05 Agent Disconnected Caller														0
#06 Poor Spelling														0
#07 Typing Speed/Accuracy														0
#08 Poor Voice Tone														0
#09 Everything Relayed														0
#10 HCO Procedures Not Followed														0
#11 VCO Procedures Not Followed														0
#12 Two-Line VCO Procedures Not Fo	1				1									2
#13 Background Noise Not Typed														0
#14 Feelings Not Described														0
#15 Recording Feature Not Used														0
#16 Noise in Center														0
#17 Agent Was Rude														0
#18 Problem Answer Machine														0
#19 Spanish Service														0
#20 Speech to Speech														0
#21 Other Service Type:														0
TOTAL	1	0	0	0	1	0	0	0	0	0	0	0	0	2

TECHNICAL COMPLAINTS

#22 Lost Branding														0
#23 Charged for Local Call														0
#24 Trouble Linking Up														0
#25 Line Disconnected														0
#26 Garbled Message														0
#27 Database Not Available														0
#28 Spit Screen														0
#29 Other Technical Type:														0
TOTAL	0	0	0	0	0	0	0	0	0	0	0	0	0	0

MISC. COMPLAINTS

#30 Rates														0
#31 TTY Operator Service														0
#32 900 Number Access														0
#33 Carrier of Choice														0
#34 Network Recording														0
#35 Other Miscellaneous Type:														0
TOTAL	0	0	0	0	0	0	0	0	0	0	0	0	0	0
TOTAL COMPLAINTS	1	0	0	0	1	0	0	0	0	0	0	0	0	2

OTHER CALLS

#36 Branding/Database entry												2		2
#37 Request Directory Assistance														0
#38 Test Calls												1		1
#39 Instructions/General												9		9
#40 Send Information												1		1
#41 Billing Question												1		1
#42 Purchase TTY														0
#43 Referred to LEC												6		6
#44 Wanted Sprint Cust Svc												1		1
#45 Other														0
TOTAL	0	0	0	0	0	0	0	0	0	0	0	21	0	21

NON-STATE REPORTED

#46 Request Relay Number														0
TOTAL	0	0	0	0	0	0	0	0	0	0	0	0	0	0
TOTAL CONTACT	1	0	0	0	1	0	0	0	0	0	0	21	0	23

AZ Contacts reported by Paul DeMarco

FL Contacts reported by June St Louis-Davis

LU Contacts reported by Beverly Franc

MD Contacts reported by Bertha Carter

MN Contacts reported by Joan Schuh

MO Contacts reported by Lezlee Brown

NM Contacts reported by Rebecca Strunk

NY Contacts reported by Sydney Thomas

OH Contacts reported by Diana Spencer

SD Contacts reported by Jenna Ezis

TX Contacts reported by Sharon Behringer

CS Contacts reported by Customer Service

AM Contacts reported by Philippe Gallant

Attachment # 2**Summary Log for June 1, 2000 – May 31, 2001
North Dakota Relay**

For the period of June 1, 2000 through May 31, 2001, Sprint processed more than 100,677 outbound calls on behalf of North Dakota Relay, receiving a total of twenty-five (.025%) customer complaints. All twenty-five complaints were filed with supervisors at one of the eleven Sprint TRS centers. All of these complaints were resolved in a timely fashion. Additionally, one complaint was escalated to the FCC. This informal complaint was forwarded to Sprint TRS and the State of North Dakota for further resolutions and additional actions were taken to resolve the complaint.